



Direct Loans

William D. Ford Federal Direct Loan Program

BULLETIN

February 2005

DLB-05-02

Subject: Direct Loan Servicing, School Services Group Improvements

Dear Partner:

Our school partners are very important to the Direct Loan Program, and we would like to take this opportunity to tell you about what the Direct Loan Servicing, School Services Group is doing to continually strengthen our relationship with you.

Over the last six months, our School Services Group has expanded in order to provide additional staffing across multiple time zones. By expanding our School Services Group, we will better support your existing needs, including:

- ✓ Updated information regarding borrower accounts
- ✓ Assistance related to Delinquency Reports
- ✓ Information related to cohort procedures
- ✓ Guidance for preparing cohort challenges
- ✓ Information related to student loan eligibility
- ✓ Assistance with Direct Loan Servicing web site questions
- ✓ Assistance with interface issues between Direct Loan Servicing and COD
- ✓ Research of conflicting information related to NSLDS reporting

To consistently provide you with an optimum level of service, our School Services Group continues to broaden its knowledge of the features and benefits of Direct Loan products through an integrated approach that includes:

- ✓ Recurrent training—on-going training that focuses on procedural changes and updates made to products and to the systems used to deliver these products; and
- ✓ Weekly internal meetings—meetings that focus on team building, superior customer service, and consistency in the delivery of information and services.

Although we continually strive to meet your needs, there may be times when you would like to contact a manager. If you feel that we have not met your expectations or you would like to offer suggestions for improvement, you may contact Ms. Rita M. Jones, Customer Care Manager, at 315-731-2779 or through our toll-free number at 1-888-877-7658. Ms. Jones is directly responsible for the service you receive and can take immediate action to resolve issues.

As our partners, we rely heavily on your feedback. We look forward to hearing from you and appreciate your patience and support as we all work together to continue to identify issues and implement improvements. Thank you for your ongoing partnership in the Direct Loan Program.

Sincerely,

Dwight A. Vigna
Director, Direct Loan Servicing

Bill Leith
General Manager, Program Operations Channel